

Center for Medicaid and State Operations/Survey and Certification Group

Ref: S&C-05-16

DATE: February 10, 2005

TO: State Survey Agency Directors

FROM: Director
Survey and Certification Group

SUBJECT: Needs Assessment Survey - Identification and Documentation of Abuse and Neglect – **ACTION NEEDED**

Letter Summary

- Abuse and neglect investigation training products are being developed and tailored for surveyors to help strengthen their investigation skills.
- This letter requests surveyor participation in a Web-based survey to help CMS focus training topics related to abuse and neglect investigations.
- Response due February 24, 2005.

Background:

The Centers for Medicare & Medicaid Services (CMS) is working with the Maryland State Survey Agency and researchers from the University of Maryland and Johns Hopkins University Schools of Nursing (forensic investigation) to design a national curriculum tailored for surveyors to help strengthen their investigation skills for abuse and neglect. As the project develops, we will solicit additional support from the state survey agencies.

CMS asks that you and members of your staff complete an online survey that will help us develop the curriculum. The survey will help us identify training and documentation requirements for abuse and neglect in surveys where abuse and neglect is an issue.

The survey is Web-based. This will assure confidentiality for those who complete the survey and will facilitate a quick response time so that the project can get underway. The responses to the survey will guide the curriculum development so that the training products will directly help to improve the survey process in this area.

Who should participate in the survey?

We need your participation. We ask that at least three current field surveyors and their supervisors complete the survey. At a minimum one respondent must be a current surveyor working in the field and one must be a supervising surveyor who reviews documentation on the CMS-2567, statement of deficiencies.

How to enter the on-line survey:

Go to <http://www.zoomerang.com/survey.zgi?p=WEB2243S6NVKP3>. The Zoomerang Web site will provide an introduction to the survey and instructions on how to complete it. No password or User ID is required.

Completion Due Date:

Please complete and submit the survey no later than February 24, 2005.

Contacts:

For technical issues, please contact Zoomerang Customer Service at 1-800-696-1172 or by e-mail at zoomerang@custhelp.com. For additional technical issues, please contact Ralph King at CMS by phone at 410-786-2018 or by e-mail at Rking2@cms.hhs.gov.

For questions about the project, please contact Jeane Nitsch at CMS by phone at 410-786-1411 or by e-mail at Jnitsch@cms.hhs.gov.

We appreciate your help in this important endeavor. And, please remember to complete the survey yourself. Your views are important!

/s/
Thomas E. Hamilton

cc: Survey and Certification Regional Office Management